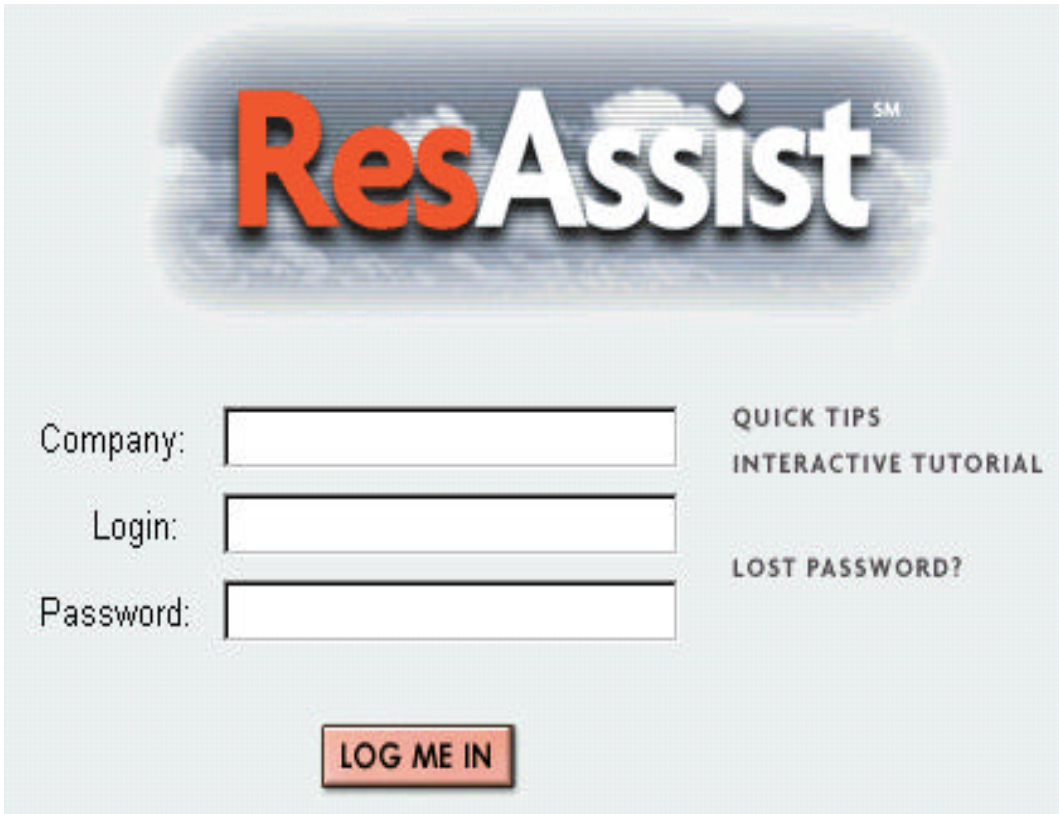


World Travel BTI

WWW.RESASSIST.COM

A Training & Familiarization Guide for:
U.S. Government Official Travel



The image shows a login interface for ResAssist. At the top, the logo "ResAssistSM" is displayed in a large, stylized font with a blue and white gradient background. Below the logo, there are three input fields for "Company:", "Login:", and "Password:". To the right of these fields, there are three links: "QUICK TIPS", "INTERACTIVE TUTORIAL", and "LOST PASSWORD?". At the bottom center, there is a red button with the text "LOG ME IN".

ResAssistSM

Company:

Login:

Password:

QUICK TIPS
INTERACTIVE TUTORIAL
LOST PASSWORD?

LOG ME IN

[ResAssist Overview](#)

[ResAssist](#) is a web-based, travel policy compliant, self-service reservation system. Travelers and travel arrangers can shop for flights and confirm air, car, and hotel reservations via any laptop or desktop with Internet access! The primary purpose of this product is to expedite the process of booking official travel and provide travelers more control over their travel decisions while making it more cost effective for the Government.

The Government's air, car and hotel discounts are loaded in [ResAssist](#). Reservations are automatically sent the TMC for quality control processing and ticketing.

ResAssist Tips

✓ **When to use ResAssist:**

✓

- **Official travel reservations only**
- Reservations can be placed 24 hours a day/7 days a week, tickets are issued:
 - ⇒ Monday – Friday from 8:00am – 6:00pm Eastern Time
- **Government employees only**
 - ⇒ Reservations for consultants and/or visitors should go through the normal agency procedures

✓ **When not to use ResAssist:**

✓

- Vacation travel reservations
- Complex domestic or international trips
- Travel within 24 hours
- Reservations requiring ticketing during non-business hours call TMC.
- Reservations that have already been ticketed by your travel agency.

Getting Started

- ✓ Internet access via dial-up or company intranet
- ✓ Browser – recommended *Microsoft Internet Explorer or Netscape Navigator (4.0 or higher)*
- ✓ Access the system:
 - Via Government intranet: (insert keyword or area)
 - URL address: <https://www.resassist.com> (bookmark or add to favorites)

The image shows the ResAssist login interface. At the top is the 'ResAssist' logo. Below it are three input fields: 'Company:', 'Login:', and 'Password:'. To the right of these fields are links for 'QUICK TIPS', 'INTERACTIVE TUTORIAL', and 'LOST PASSWORD?'. At the bottom is a 'LOG ME IN' button. Three colored arrows (green, blue, and red) originate from the 'Company:', 'Login:', and 'Password:' labels respectively and point to explanatory text below the form.

Company: QUICK TIPS
Login: INTERACTIVE TUTORIAL
Password: LOST PASSWORD?

LOG ME IN

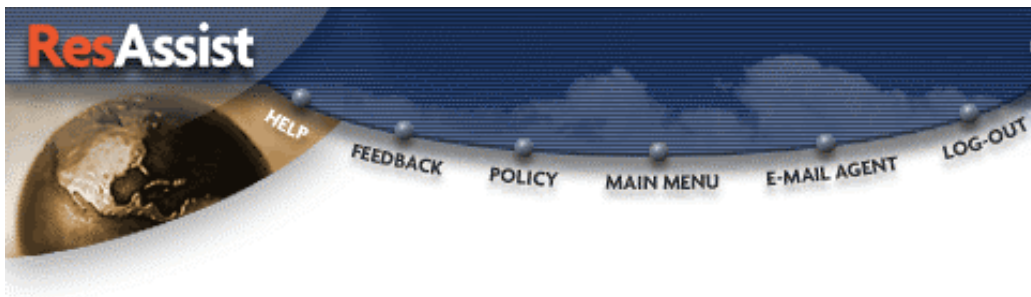
→ *Company* assigned by the Travel Management Center (TMC).

→ *Login*: Assigned by the Travel Management Center (TMC).

→ *Password*: First time user, **DO NOT** enter anything in this space. **CLICK** on “**LOG ME IN**” follow instructions on the next screen to create and enter your password. Passwords may be four (4) to fifteen (15) alpha / numeric characters.

- ✓ New users should review the “Quick Tips” and “Interactive Tutorial” now.

(This menu bar appears at the top of every page displayed)



HELP: Use the online help system for questions on how to use the product.

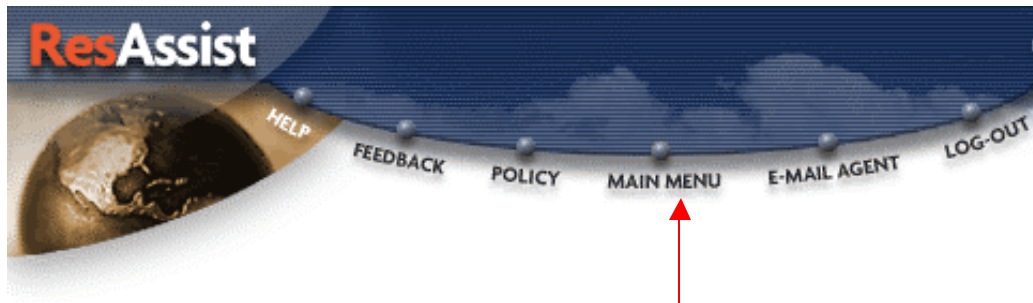
FEEDBACK: Use the product feedback button for any questions or comments about [ResAssist](#). Your email will be sent to your system administrator who will respond within 24 hours.

POLICY: Use this button to access the GSA “First Gov” web page which contains links to per diems, FTRs and so on.

MAIN MENU: Use this button to go to the main menu to access selections to book flights, cars, hotels, flight information, edit profiles etc.

E-MAIL: Use the email agent button for specific questions, comments, sold out flights or special requests regarding a particular reservation. An email will be sent directly to your travel agent who will send you a response within 24 hours during normal business hours.

LOG-OUT: Use this button to exit the program. Can be used from any page within the system.



CLICK on the “**Main Menu**” tab.

The Following Screen Will Appear



NOTE: You MUST click on “**View Or Edit Traveler Profile**” and complete **all required entries** for all sections before attempting to proceed.

The following Screen Will Appear

Current User: (Travel Planner)

- Personal Information
- Credit Card Information
- Air Preferences
- Car Preferences
- Hotel Preferences
- Company Defined Fields
- Travel Settings
- Change Password

Click on **“Personal Information”**

The Following Screen Will Appear

Current User: (Traveler)

First Name:	John. A.	(REQUIRED)
Last Name:	Smith	(REQUIRED)
Member ID:	(Assigned Login ID)	(REQUIRED)
Completed by TMC		

Personal E-Mail: Completed by Traveler (REQUIRED)



Phone Numbers

Home Phone:	X	A/C	Phone Number	Extension	(REQUIRED)
Work Phone:	X	A/C	Phone Number	Extension	(REQUIRED)
Mobile Phone:	X	A/C	Phone Number	Extension	(REQUIRED)
FAX number:	X	A/C	Phone Number	Extension	(REQUIRED)

Country Code (DO NOT COMPLETE)

(There are also areas for Pager number.)

PASSPORT 1

Issuing Country   Drop down to select country.

Expiration Date (m/d/yyyy)

Number:

Given Name (as on passport)

Family Name (as on passport)

(Area is provided for second (2nd) passport if necessary.)

Emergency Contact Information



(Person not traveling with passenger)

Contact's Name:

Contact's Telephone Number:

Contact Information Refused: ☐

Save Changes	Reset Fields
---------------------	---------------------



Click on **"Reset Fields"** to clear all entries.

Click on **"Save Changes"** to store in ResAssist.

- **Personal Information**
- **Credit Card Information**
- **Air Preferences**
- **Car Preferences**
- **Hotel Preferences**
- **Company Defined Fields**
- **Travel Settings**
- **Change Password**



Click on **"Credit Card Information"**

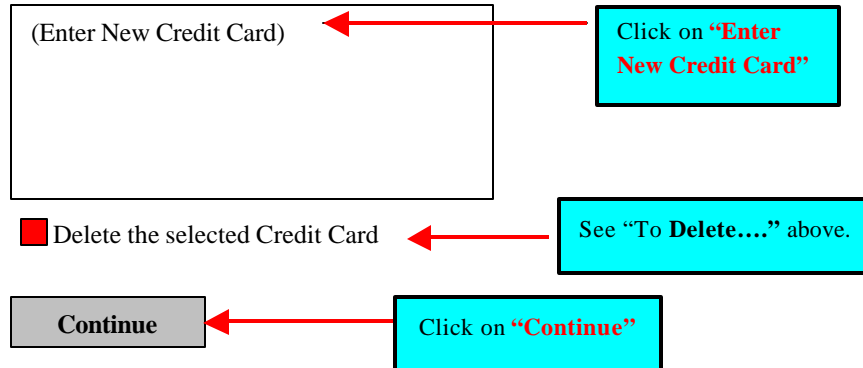
The Following Screen Will Appear

For security purposes, the system requires a "name" for each credit card. After the initial credit card set up, the number **will no longer be displayed**. Throughout the program, all credit cards will be displayed as "name" i.e. **"INDV"** or **"GOVT"** where "INDV" is the individual card and "GOVT" is the CBA card.

Government Airfares must be paid for with a Government Credit Card. Use of any other credit card will invalidate the Government fare.

- To **enter** a new credit card, select **Enter New Credit Card** and click continue.
- To **modify** an existing credit card, select the card name from the list then click **Continue**.
- To **delete** an existing credit card, select the card name from the list and check **Delete The Selected Credit Card** prior to clicking on **Continue** (this will permanently delete the credit card).

You are in Secure Mode, all credit card transactions will be encrypted.




The Following Screen Will Appear

Current User: (Travel Planner)

Enter **INDV** or **GOVT** to designate this Credit Card.

Name Of Credit Card: (REQUIRED)

Click the drop-down arrow and select either **MASTERCARD** or **VISA**

Type:  You MUST select a card

Enter the credit card number (excluding spaces) and expiration date exactly as they appear on your **Individual Government Credit Card**.

Number: (REQUIRED)

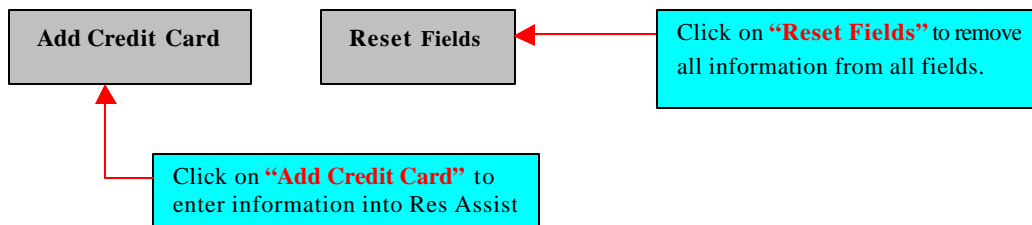
Expiration Date: MM/YY (REQUIRED)
(mm/yy)

Enter the following information exactly as it appears on your Credit Card.

First Name:	<input type="text"/>	(NOT REQUIRED)
Middle Initial:	<input type="text"/>	(NOT REQUIRED)
Last Name:	<input type="text"/>	(NOT REQUIRED)

Enter the billing address of your credit card exactly as it appears on your bills.

Address Line 1:	<input type="text"/>	(NOT REQUIRED)
Address Line 2:	<input type="text"/>	(NOT REQUIRED)
Address Line 3:	<input type="text"/>	(NOT REQUIRED)
Address Line 4:	<input type="text"/>	(NOT REQUIRED)



- Personal Information
- Credit Card Information
- Air Preferences
- Car Preferences
- Hotel Preferences
- Company Defined Fields
- Travel Settings
- Change Password

Click on "Air Preferences"

The Following Screen Will Appear

Current User: (Travel Planner)

Default Class Of Service:	Coach / Economy	Can Not Be Changed
Time Window:	2:00	Hours can be changed.
Accept Penalty Fares:	<input type="checkbox"/>	Never Check This Box
Accept Connections:	<input checked="" type="checkbox"/>	Always Check This Box

Meal Preference:

Please note all special meals may not be offered on all Airlines

No Special Request

Select special meal from drop down if required.

Preferred Passenger Type:

Government

Always Government

Seat Preference:

Aisle	Forward Of Wing	Smoking
Window	Rear Of Wing	Non-Smoking

On Seat Maps, hide me from other travelers:

☐

Select if you do not want to show on seat

Preferred Method of Payment:

INDV

Must be "INDV" Government Credit Card.

Membership Numbers:

Airline	Frequent Flyer Number
<input type="text"/>	<input type="text"/>

Click on the "drop down" and select Airline. Select correct airline and then enter your frequent flyer number in next block where indicated. **NOTE: Frequent Flyer awards can only be used for official travel.** Check with your travel coordinator for instructions regarding your agencies policy.

Special Instructions:

Enter any special instructions you may have here, i.e. handicapped, needs assistance, etc.

Save Changes

Reset Fields

Enter "Save Changes" to save your work in ResAssist or "Reset Fields" to clear all areas.

- Personal Information
- Credit Card Information
- Air Preferences
- Car Preferences
- Hotel Preferences
- Company Defined Fields
- Travel Settings
- Change Password

Click on **“Car Preferences”**

The Following Screen Will Appear

Current User: (Travel Planner)

Preferred Car Type:

Compact

Click on “drop down” and select vehicle type based on agency procedures.

Special Request to Car Company:

Preferred Credit Card:

INDV

You must select **“INDV”** as the preferred Credit Card.

Membership Numbers:

Car Company

Personal ID Number

Delete

Click on **“Drop Down Arrow”** to select Car Company, then enter Personal ID number in block to the right.

- Personal Information
- Credit Card Information
- Air Preferences
- Car Preferences
- Hotel Preferences
- Company Defined Fields
- Travel Settings
- Change Password

Click on **“Hotel Preferences”**

The Following Screen Will Appear

Current User: (Travel Planner)

Non-Smoking Room

☐

Check if non-smoking.

Special Request to Hotel:

Handicapped room, not above 2nd floor etc.

Preferred Credit Card (used to Guarantee for Late Arrival):

INDV

Must select "INDV" Credit Card. A credit Card must be selected.

Preferred Room Type:

Double

Click on "Drop Down" to select room type.

Preferred Hotel Chains:

Hotel Chain

(None)

(None)

(None)

Do Not Complete.

Always Search for Preferred Chains:

☐

Do Not Complete any of the following.

Search by Hotel Name:

Search by Hotel Zip Code:

Search by Reference Point:

(None)

Specific Reference Point:

Distance from Reference Point:

15

Distance Expressed In:

Miles

Membership Numbers:

Hotel Chain

Personal ID Number

Save

Reset

Click on "Save Changes" to save your work in ResAssist. Click on "Reset Fields" to clear all entries.

- Personal Information
- Credit Card Information
- Air Preferences
- Car Preferences
- Hotel Preferences
- Company Defined Fields
- Travel Settings
- Change Password

Click on **“Company Defined Fields”**

The Following Screen Will Appear

Current User: (Travel Planner)

Enter your Treasury Division:

FMS

Click on the **“Drop Down”** and select your agency.

Save Changes

Reset Fields

Click on **“Save Changes”** to save your work in ResAssist. Click on **“Reset Fields”** to clear all entries.

- Personal Information
- Credit Card Information
- Air Preferences
- Car Preferences
- Hotel Preferences
- Company Defined Fields
- Travel Settings
- Change Password

Click on **“Travel Settings”**

The Following Screen Will Appear

Ticket Type: **Electronic Ticket**

Default Origin:

Default Airports:

Do Not Complete.

Display Pages In More
Detail:

Do Not Complete.

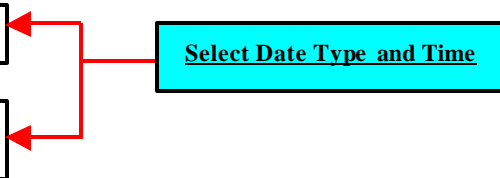
Date Format:

Nov 22, 11/22	22 Nov, 22/11
---------------	---------------

Time Format:

12 hour clock	24 hour clock
---------------	---------------

Select Date Type and Time



Travel Planners:

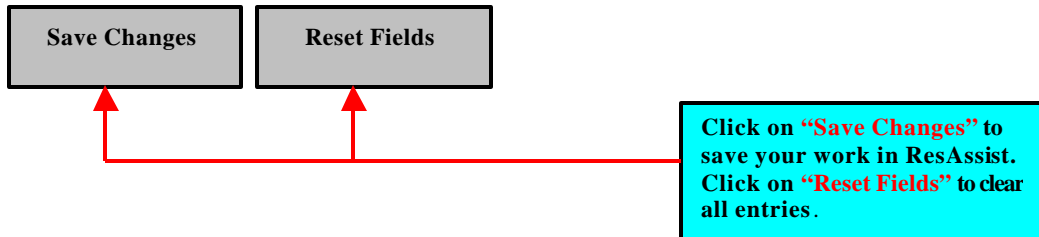
To add users authorized to book travel in your name, enter the Travel Planners **LOGIN ID** in the field below. You may enter as many **LOGIN ID'S** as required.

Add Travel Planners:

Add **LOGIN ID's** of those people you are giving authority to book travel for you in this area. Add as many as are required.

Save Changes Reset Fields

Click on "Save Changes" to save your work in ResAssist. Click on "Reset Fields" to clear all entries.



-
- Personal Information
 - Credit Card Information
 - Air Preferences
 - Car Preferences
 - Hotel Preferences
 - Company Defined Fields
 - Travel Settings
 - Change Password

Click on "Change Password"



The Following Screen Will Appear

Current User: (Travel Planner)

To change the password: 1. Type the current password in the *Current Password* field. 2. Choose a unique character (min 4 – max 15) combination for the *New Password* field. 3. Retype the unique character combination in the *Verify New Password* field. 4. Select *Save Changes* . **NOTE:** Leaving the *New Password* and / or *Verify New Password* fields blank will result in no change being made.

Current Password:

New Password:

Verify New Password:

Click on “**Save Changes**” to save your work in ResAssist. Click on “**Reset Fields**” to delete all entries.

Current User: (Travel Planner)

Enter Secure Mode ← Going into secure mode for reservations will slow your response time.

RESERVATIONS

QUICK FLIGHT SCHEDULES ← Click on “**Quick Flight Schedules**”

START A NEW TRIP

VIEW OR EDIT AN EXISTING TRIP

TRAVELER

VIEW OR EDIT TRAVELER PROFILE

SELECT ANOTHER TRAVELER

VIEW OR EDIT REPEAT TRIP TEMPLATES

The Following Screen Will Appear

Travel Date	Time	Arrival?	Departure City	Arrival City
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

Click on calendar displays 12 months

Enter date as 7/12 or if you use calendar date will appear in box.

Time is entered as 7A or 7P This is the **DEPARTURE TIME**

Click this box and the time becomes the **ARRIVAL TIME** at the **arrival city**.

Enter departure and arrival city. **CODES** are not necessary.

NOTE: If a round trip only the **return date** and **time** need entered. ResAssist will enter the return city pairs for

<u>Air Availability Options</u>	
Accept Connections: <input checked="" type="checkbox"/>	Time Window: <input type="text" value="2:00"/>
Accept Penalty Fares: <input type="checkbox"/>	Class Of Service: <input type="text" value="Coach / Economy"/>
	Passenger Type: <input type="text" value="GOVERNMENT"/>

Can Not Be Changed

Always select "Accept Connections". Never select "Accept Penalty Fares".

Number of hours ResAssist will search for flights before and after selected departure or arrival time. Number can be increased or decreased.

Click on "Reset" to delete all entries.

Click on "Continue" to start search for flights.

[Continue](#) [Reset](#)

THIS SCREEN WILL APPEAR

Reconfirms date you requested	Reconfirms time your	Indicates TIME is DEPARTURE	"DROP DOWN ARROW" will appear if cities have more than one (1) airport.
--------------------------------------	-----------------------------	------------------------------------	--

Travel Date	Time	Arrival	Depart	Cities	
Mon 3/5/2001	7:00 AM	NO		Pittsburgh Int'l Airport, PA – PIT (USA)	<input type="checkbox"/>
			Arrive	Washington Ronald Reagan National Airport DCA (USA)	<input type="checkbox"/>

Air Availability Options	
Accept Connections: YES	Time Window: 2:00
Accept Penalty Fares: NO	Class of Service: Coach / Economy
	Passenger Type: Government
<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="background-color: gray; color: white; padding: 5px 10px; border: 1px solid black;">SUBMIT THIS REQUEST</div> <div style="background-color: yellow; padding: 5px 10px; border: 1px solid black;">Click to Submit</div> </div>	

Departure City and Arrival City.

Default Button Do Not Select.

Confirms that you WILL accept connections and that you WILL NOT accept penalty fares.

Reconfirms "TIME WINDOW", "CLASS OF SERVICE" and "PASSENGER TYPE".

THIS SCREEN WILL APPEAR



This is the response to your **flight availability** request. To price an itinerary, select one flight for each leg of travel and click Price Option.

Click on **"More Detail"** to translate codes.

Click on **"Modify Air Request"** to go back and select new flights / dates / times / destinations.

More Detail Modify Air Request

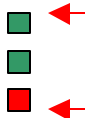
Flights Available for Leg #1

Select	Flight	Depart- Arrive	Depart	Arrive	Stops	Seat Map
<input type="checkbox"/>	US-112	PIT-DCA	3/5/2001 7:45am	8:45am	0	<input type="checkbox"/>
<input type="checkbox"/>	US-4010*	PIT-DCA	3/5/2001 9:20am	10:35am	0	<input type="checkbox"/>
<input type="checkbox"/>	US-1821	PIT-DCA	3/5/2001 11:35am	12:35pm	0	<input type="checkbox"/>



Click on **"Select Button"** next to flight that meets your requirements.

Look for company negotiated options:
 Look for available low fares:
 Look for Internet Fares:



Select **"...negotiate options"**, **"...low fares"**. **DO NOT SELECT** **"...Internet Fares"**.

PRICE OPTION

Click on **"Price Option"**

Key for graphics in Options Table

Special fare based on a contract with the airline
 Option is closest to your requested travel time(s)
 Option is manually built by the user
 Option is preferred by the company

Explanation of ICONS in flight displays.

G1 = Contract fare (_CA designator)
G2 = Match fare (non contract carrier, _DG designator)

THIS SCREEN WILL APPEAR

This is the response to your flight availability request. To reserve one of these options, click on the corresponding **Reserve** button. If none of the priced options are satisfactory, you can create custom options by selecting flights from the table of flight options below, then click **Price Option**. This will create an additional set of priced options for you to review and consider.

Translates all CODES

Allows you to request new dates / times /

[More Detail](#)
[Modify Air Request](#)

Reserve	Fare	Penalty	Flight	Depart- Arrive	Depart	Arrive	Class	Stops	Seat Map
RESERVE	USD 184.72	Yes/See Rules	UA-803	CLE-ORD	9/28/2000 6:40am	7:07am	Coach/Economy	0	
			UA-244	ORD-CLE	9/29/2000 1:20pm	3:39pm	Coach/Economy	0	

Click on

See Graphics Key for explanation of ICONS

Note: Penalty Fare See Rules





Flights Available for Leg #1

Select	Flight	Depart- Arrive	Depart	Arrive	Stops	Seat Map
<input type="radio"/>	UA-803	CLE-ORD	9/28/2000 6:40am	7:07am	0	
<input type="radio"/>	CO-473	CLE-ORD	9/28/2000 7:00am	7:22am	0	
<input type="radio"/>	UA-1253	CLE-ORD	9/28/2000 7:47am	8:16am	0	

Flights Available for Leg #2

Select	Flight	Depart- Arrive	Depart	Arrive	Stops	Seat Map
<input type="radio"/>	UA-538	ORD-CLE	9/29/2000 6:35am	8:49am	0	
<input type="radio"/>	UA-1270	ORD-CLE	9/29/2000 7:50am	10:00am	0	
<input type="radio"/>	UA-1116	ORD-CLE	9/29/2000 10:50am	1:01pm	0	
<input type="radio"/>	UA-244	ORD-CLE	9/29/2000 1:20pm	3:39pm	0	

If the flights are unacceptable ResAssist will give you more options for Leg #1 and Leg#2 of your reservation. Click on the **"Select"** button for the flight that best meets your needs and then resubmit request.

Key for graphics in Options Table	
	Special fare based on a contract with the airline
	Option is closest to your requested travel time(s)
	Option is manually built by the user
	Option is preferred by the company

Explanation of ICONS in flight displays.

G1 = Contract fare (_CA designator)






G2 = Match fare (non contract carrier, _DG designator)

Codeshare Flights (Denoted By *)
CO-3718 OPERATED BY ALTERNATE CARRIER
CO-3901 OPERATED BY ALTERNATE CARRIER
NW-3631 OPERATED BY MESABA AVIATION
AA-4382 OPERATED BY ALTERNATE CARRIER
NH-7403 OPERATED BY UNITED AIRLINES

Flights operating under another airlines flight numbers and name (code). Such as a commuter airline.

You selected “Quick Flight Schedules” from the main menu to obtain the flight information above. Any of the screens that appeared with the various flight schedules can be printed and given to your traveler for his / her selection.

Select “**Reserve**” and the following screen will appear.

 ADD AIR
  ADD CAR
  ADD HOTEL
  MODIFY TRIP
  SUBMIT FOR PURCHASE



Traveler's Name: BARB NORMAN

Trip Name: Jul 31, 2000 11:17am [Change Trip Name](#)

Fare: us\$184.72 Penalty Applies, See [Rules](#)

Trip Locator: SRNVIK-SAB

[More Detail](#)
 [Update Reservations](#)
 [Printable Itinerary Screen](#)
 [Add to Calendar](#)
 [Save as a Repeat Trip](#)

	Flight	Seats	Cities	Depart	Arrive	Class	Stops	Duration	Aircraft	Meals
 INFO	UA-803	Not Assigned	CLE-ORD	Thu, 9/28/2000 6:40am	Thu, 9/28/2000 7:07am	Coach/Economy	0	1:27	757	None
 INFO	UA-244	21D	ORD-CLE	Fri, 9/29/2000 1:20pm	Fri, 9/29/2000 3:39pm	Coach/Economy	0	1:19	757	None

NOTE

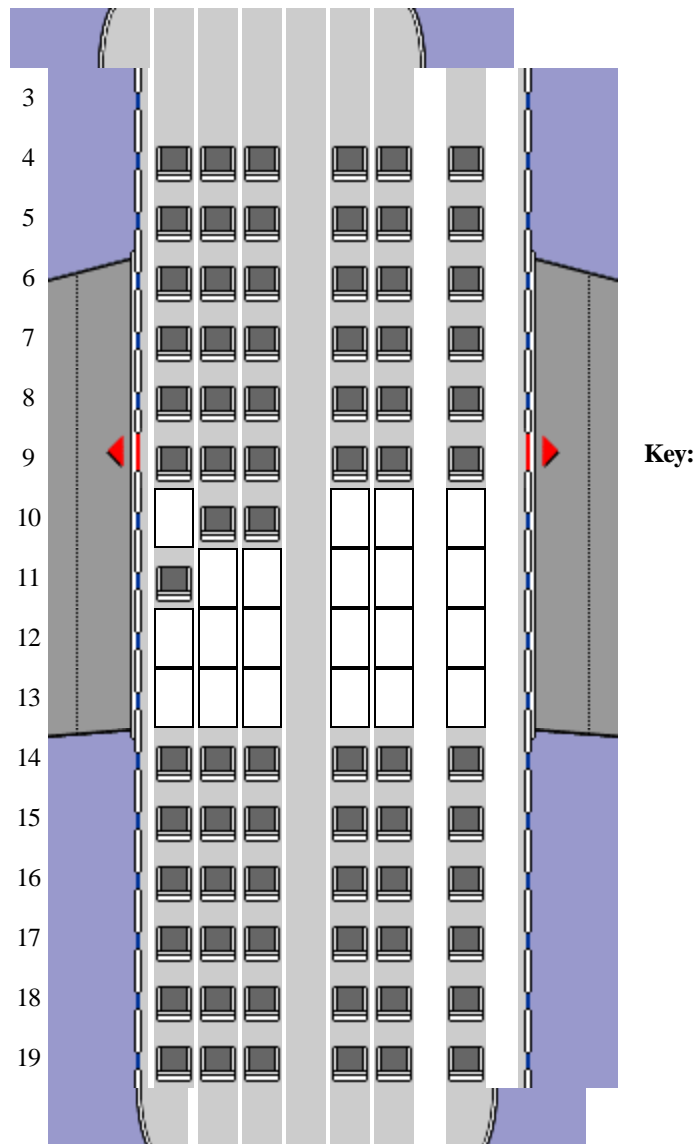
Ticketing Information

This fare will not be guaranteed until tickets are purchased and printed. Please click the "Purchase Now" icon to request the printing and delivery of your tickets.














Trip Locator: combination of six (6) alpha / numeric characters unique to your reservation only. Can be all alpha, all numeric or combination of both. Will always apply to this one reservation. Use this “Locator” when calling the TMC to change or cancel in lieu of name, date, destination and time. **IGNORE** the characters following the “-“.

To request a seat for booking, click on the appropriate seat graphic below.

United Airlines Flight #1205 Departing Mar 5, 2001 6:12am
Airplane Type: Boeing 737-500



Exit row*

	Wing	Seat Map ICONS
	Available seat	
	Available Preferred seat**	NEVER select this seat.
	Available Undesirable seat	
	Available seat next to bulkhead	Select a seat by clicking on available seat icon. If you have a seat assigned and wish to change then click on seat desired and seat assignment will change to desired seat selection.
	Available Handicapped seat	
	Reserved Handicapped seat	
	Seat blocked by Airline	
	Occupied Seat	
	Stairs	
	Reserved by Colleague	Please Ask your TMC
	Traveler's Seat	Your seat.
	Travel Companion	



Traveler's Name: **BARB NORMAN**

Trip Name: **Jul 31, 2000 11:17am** [Change Trip Name](#)

Fare: **usd184.72** Penalty Applies, See [Rules](#)

Trip Locator: **SRNVIK-SAB**

Ticketing Information

This fare will not be guaranteed until tickets are purchased and printed. Please click the "Purchase Now" icon to request the printing and delivery of your tickets.

[More Detail](#) [Update Reservations](#) [Printable Itinerary Screen](#) [Add to Calendar](#) [Save as a Repeat Trip](#)

	Flight	Seats	Cities	Depart	Arrive	Class	Stops	Duration	Aircraft	Meals
INFO	UA-803	Not Assigned	CLE-ORD	Thu, 9/28/2000 6:40am	Thu, 9/28/2000 7:07am	Coach/Economy	0	1:27	757	None

	Flight	Seats	Cities	Depart	Arrive	Class	Stops	Duration	Aircraft	Meals
INFO	UA-244	21D	ORD-CLE	Fri, 9/29/2000 1:20pm	Fri, 9/29/2000 3:39pm	Coach/Economy	0	1:19	757	None

Click on "INFO"

Click on "Seats" to go to seat map. See above

This Screen Appears

Carrier:	United
Flight Number:	1205
Departing From:	Cleveland Hopkins Int'l Airport
Arriving At:	Chicago O'Hare Int'l Airport
Departure Date / Time	3/5/2001 6:12am
Arrival Date / Time	3/5/2001 6:39am
Class Of Service:	Coach / Economy
Flight Duration:	1 hour, 27 minutes
Seat:	07 - C
Meals:	None
Number of Miles:	307
Airplane Type:	Boeing 737-500
Smoking Allowed:	No
Status:	Confirmed

[View Flight Information](#)

Once trip has commenced, click on **"View Flight Information"** for real time flight information.

Car Rental



Traveler's Name: **BARB NORMAN**

Trip Name: **Jul 31, 2000 11:17am** [Change Trip Name](#)

Fare: **us\$184.72** Penalty Applies, See [Rules](#)

Trip Locator: **SRNVIK-SAB**

Ticketing Information

This fare will not be guaranteed until tickets are purchased and printed. Please click the "Purchase Now" icon to request the printing and delivery of your tickets.



[More Detail](#)
 [Update Reservations](#)
 [Printable Itinerary Screen](#)
 [Add to Calendar](#)
 [Save as a Repeat Trip](#)

	Flight	Seats	Cities	Depart	Arrive	Class	Stops	Duration	Aircraft	Meals
INFO	UA-803	Not Assigned	CLE-ORD	Thu, 9/28/2000 6:40am	Thu, 9/28/2000 7:07am	Coach/Economy	0	1:27	757	None


	Flight	Seats	Cities	Depart	Arrive	Class	Stops	Duration	Aircraft	Meals
INFO	UA-244	21D	ORD-CLE	Fri, 9/29/2000 1:20pm	Fri, 9/29/2000 3:39pm	Coach/Economy	0	1:19	757	None

Select **"Add Car"**

Pick Up Date, Time and Location are entered by ResAssist if a flight has been booked. On **Car Only** reservations these areas would have to be completed.

Pick Up Date	Pick Up Time	Pick Up Location
 9/28/2000	7:07am	Chicago O'Hare Int'l Airport
Drop Off Date	Drop Off Time	Drop Off Location
 9/29/2000	1:20pm	Chicago O'Hare Int'l Airport

Car Request Options

Quick Sell Contract Car: ☒ Car Type: Intermediate 

Special request to car company:

Car Reservation Options

An approved credit card may be required to guarantee a rental car. Some car rental companies have very restrictive cancellation policies. To avoid any unnecessary charges, we strongly recommend reviewing the car rental company's cancellation policy by clicking Rules before reserving any cars.

Use credit card for guarantee, if required: ☒

Do Not Use

Use "Drop Down" to select vehicle type.


Continue **Reset**

Click on "Continue" to select rental company and rent vehicle. Click on "Reset" to clear your entries.

This is the response to your car availability request. To reserve one of these options, click the *Reserve* button to the left of the desired option. Rated **do not** include taxes, insurance, fuel charges, additional drivers, etc.

Please check **RULES** to determine if Government Rate. Absence of **G1** indicator does not necessarily mean that the rate offered is not Government.

Modify Car Request



<i>Reserve</i>	<i>Car Company</i>	<i>Car Type A/C Transmission</i>	<i>Location</i>	<i>Rate</i>	<i>Rules</i>
	Budget	Economy Yes Automatic	Chicago, IL AP	The daily rate is: USD 31.00 Rate guaranteed Unlimited miles.	Rules
	G1				

This is the response to your car availability request. To reserve one of these options, click the *Reserve* button to the left of the desired option. Rates **DO NOT** include taxes, fees, insurance, fuel charges, additional drivers, etc.

Please check **Rules** to determine if Government Rate. Lack of **G1** Contract indicator does not necessarily mean that rate offered is not Government.

Click on **"Modify Car Request"** go back and change request.

Modify Car Request

<u>Reserve</u>	<u>Car Company</u>	<u>Car Type A/C Transmission</u>	<u>Location</u>	<u>Rate *</u>	<u>Rules</u>
	Budget	Economy Yes Automatic	Chicago, IL AP	The Daily rate is: 31.00 USD Rate guaranteed Unlimited miles	Rules
	G1				
<hr/>					
	Sears	Economy Yes Automatic	Chicago, IL AP	The Daily rate is: USD 31.00 Rate guaranteed Unlimited Miles	Rules

Click on **"Reserve Button"** to reserve vehicle. Selection will be entered into existing reservation.

[ADD AIR](#)
 [ADD CAR](#)
 [ADD HOTEL](#)
 [MODIFY TRIP](#)
 [SUBMIT FOR PURCHASE](#)

Traveler's Name: **Dan Harmon**

Trip Name: **Chicago 3/5 Trip** [Change Trip Name](#)

Fare: **USD 125.50 No Penalty, See Rules**

Trip Locator: **2V8GIV-WSP**

Ticketing Information

This itinerary is awaiting your authorization to ticket. Ticket must be purchased by Mar 5, 2001. Fare is subject to change until ticket is issued.

Click on **"More Detail"** to translate any codes.

[More Detail](#)
 [Update Reservations](#)
 [Printable Itinerary Screen](#)
 [Save as a Repeat Trip](#)

Flight INFO	Flight	Cities	Depart	Arrive	Class	Stops	Duration	A/C	Meal
	UA-1205	<u>CLE-ORD</u>	<u>Mon 3/5/2001 6:39 am</u>	<u>Mon 3/ 5/2001 6:39 am</u>	<u>Coach Economy</u>	0	1:27	757	<u>None</u>

Car INFO	Company	City	Pick Up Time	Drop Off Time	Type	Rate
	Budget	ORD	Mon, 3/5/2001 6:39 am	Fri, 3/9/2001 1:31 pm	Economy	Rate is: USD 31.00 Guaranteed
Confirmation: 38/10097/US6 Extra Day Fee: USD 29.00 Extra Hour Fee: USD 10.34 Unlimited miles.						

Flight INFO	Flight	Cities	Depart	Arrive	Class	Stops	Duration	A/C	Meal
	UA- 244	ORD- CLE	FRI 3/9/2001 1:31pm	Fri 3/9/2001 3:49pm	Economy Coach	0	1:18	72S	None

Both outbound and return flights confirmed, Budget car confirmed at Chicago O'Hare Int'l

HOTEL PROCEDURES

[ADD AIR](#)
 [ADD CAR](#)
 [ADD HOTEL](#)
 [MODIFY TRIP](#)
 [SUBMIT FOR PURCHASE](#)

Click on **"Add Hotel"**.

[Click here to view Per Diem and Property \(FEMA\) Lists.](#)

“Link” to GSA & FEMA web sites.

Enter the Check-in Date, Check-out Date, and City for this hotel reservation (Not required if flights are booked).

Note: The Check-in / Check-out dates may be in various formats (m/d/yyyy, Dec 1, etc.) City names may be used (Chicago, Illinois; Los Angeles, California) or entered as a city code, ORD, LAX.

Note: If you are checking in earlier than the standard hotel check in time. If you wish to check in immediately, you may need to guarantee your hotel room for check in on the previous day. If so, you may modify the check in date below.

Check-in Date	Check-out Date	City
<input style="width: 40px;" type="text"/> <input style="width: 100px;" type="text" value="3/5/2001"/>	<input style="width: 40px;" type="text"/> <input style="width: 100px;" type="text" value="3/9/2001"/>	<input style="width: 150px;" type="text" value="Chicago O'Hare Int'l"/>

[Calendar](#)

NOTE: Hotel only bookings this information must be typed in.

[Destination Airport Name / Code](#)

Reservation Options

An approved Government credit card is required to guarantee rooms for a late arrival when making a reservation. If the hotel requires a credit card deposit, your credit card will be **charged immediately** when you click Reserve. Before reserving a room, [review the cancellation policy](#) by clicking on Hotel Rules. Once you have reserved a room, you may not qualify for a refund should you cancel the reservation.

Preferred Credit Card:

Non-Smoking Room:

Special Request To Hotel:

INDV

▼

☒

Not by ice machine please.

Must be INDV Government Card

Any “special” needs / requests

Optional Search Criteria

Reference Point Choice List

NONE

▼

or, free form

Distance from Reference Point

Distance Expressed In:

15

text:

Miles

▼

[Miles / Kilometers](#)

Use drop down to select “Point”

Federal Building

Enter location or area

Zip Code:

Search by Hotel Name:

(US or JAPAN ONLY)

Type in name of HOTEL

CONTINUE

RESET

Click on “Continue”

Optional Search Criteria	
Reference Point Choice List:	<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px 10px;">Display Full List</div> <div style="border: 1px solid black; padding: 2px 5px; margin-left: 5px;">↓</div> </div>
Distance from Reference Point:	<div style="border: 1px solid black; padding: 2px 10px;">5</div>
Distance Expressed In:	<div style="border: 1px solid black; padding: 2px 10px;">Miles</div>
Zip Code:	<div style="border: 1px solid black; padding: 2px 20px;"></div>
(U S or Japan Only)	
Search by Hotel Name:	<div style="border: 1px solid black; padding: 2px 40px;"></div>

Search all hotel chains, traveler preferred hotel chains, or search a maximum of three chains from the list below: **NOTE:** If either (*Search all Hotel Chains*) or (*Search Preferred Chains*) are selected in the hotel chains list to the right, no other selection will be allowed. Otherwise, to select more than one hotel chain, use your keyboards *control* or *shift* key in conjunction with your mouse control.

(Search All Hotel Chains)
(Search Preferred Chains)

- Adams Mark
- All Suites Hotel
- Ambassador Suites
- ANA Hotels
- Anasazi Service Corp
- Aramis Worldwide Res
- Arcotel Hotels

Continue

Reset

Click on "Continue"

Reference Point Search Criteria

Reference Point:

ARLINGTON HEIGHTS

Distance from Reference Point:

5

Distance Expressed In:

MILES


If you selected a "Reference Point" from the "drop down" above this screen will appear to confirm your

Submit This Request

Click on "Submit This Request"

The Following Screen Will Appear

Confirm your hotel request and click “*Submit This Request*” If there are multiple locations with a similar name, you may select the correct city from the drop-down list.

Check-in Date	Check-out Date	City
MON 3/5/2001	FRI 3/9/2001	Chicago O’Hare Int’l Airport, IL – ORD (US) 

Reservation Options	
<p>An approved government individual credit card is required to guarantee rooms for a late arrival prior to making a reservation. If the hotel requires a credit card deposit, your credit card will be charged immediately when you click Reserve. Before reserving a room, review the cancellation policy by clicking Hotel Rules. Once you have reserved a room, you may not qualify for a refund should you decide to cancel the reservation.</p>	
Preferred Credit Card:	INDV
Non-Smoking Room:	YES
Special Request to Hotel:	<input type="text"/>

Optional Search Criteria	
Reference Point Choice List:	AIRPORT
Distance from Reference Point:	3
Distance Expressed In:	MILES
Zip Code:	<input type="text"/>
(U S or Japan ONLY)	
Search by Hotel Name:	<input type="text"/>
All chains will be searched.	

CONTINUE	RESET
-----------------	--------------





NOTE: This screen is only a confirmation of the items you selected on the previous page to search for a hotel.

Click on “Continue”

Modify Hotel Request

[Click here to modify your request](#)

- ◆ Use the map icon to display the hotel location.
- ◆ Click *Rates* to see room type and rates available for a particular hotel. Presence of Contract / Government Rate Does Not Necessarily Mean That The Rate Is Within Per Diem.
- ◆ Click hotel name to see the hotel's full name, chain, location and amenities. [Click Here To Check If Property Is FEMA Approved.](#)
- ◆ General hotel availability rates are returned in random order. If you have difficulty finding a particular hotel, return to the Hotel Search Criteria screen and use the hotel name, chain or zip code utility to help narrow your request.

Rates	Reference Rate	Map	Hotel Name	Hotel Chain	Location
	Usd 205.00 – usd 205.00		<u>THE MIDLAND HOTEL</u>	GX	CHICAGO IL 60603
	Usd 219.00 – usd 219.00		<u>COURTYARD CHICAGO</u>	Courtyard by Marriott	CHICAGO IL 60611


Click to see rates and room type.

Click on hotel name to see full name, chain and amenities.

Click to see **MAP** to hotel location.

+

Click here for additional hotel listings.



More Hotels

NOTE: By clicking on the **"Hotel Name"** the following HOTEL INFORMATION will be available.

Hotel Information

[Return to Hotel Response](#)

WYNDHAM WOOD DALE



1200 N MITTEL DRIVE
WOOD DALE, IL 60191
Phone: 630-860-2900
Fax: 630-860-2945


Category	Information
*POLICY	<p>- NON GUARANTEED RESERVATIONS ARE ON A 4PM HOLD</p> <p>- CHILDREN UNDER 18 STAY FREE IN PARENTS ROOM USING EXISTING BEDDING</p> <p>- NO PETS ALLOWED EXCEPT FOR GUIDE DOGS</p>

*CREDIT CARDS	AX...AMERICAN EXPRESS DC...DINERS CLUB VI...VISA CARD CA...MASTERCARD CB...CARTE BLANCHE ER...EN ROUTE JC...JAPAN CREDIT BUREAU DS...DISCOVER CARD
*EXTRAS/OPTIONS	- IN ROOM MOVIES USD 9.95 PLUS TAX - 11 PCT OCCUPANCY TAX - ROLLAWAYS AVAIL USD 10
*TRANSPORTATION	O HARE INTERNATIONAL AIRPORT - 10 MILES EAST AMERICAN TAXI SERVICE - \$19 USD PP ONE WAY // FOR RESERVATIONS CALL 1-800-244-1177 // COMPLIMENTARY HOTEL SHUTTLE WITHIN A 5 MILE RADIUS AIRPORT CAR/CAR RENTAL -AVAILABLE- DRIVING DIRECTIONS FROM AIRPORT TO HOTEL FROM O HARE INTERNATIONAL AIRPORT 0.2 MILES EAST TO MANNHEIM RD TURN RIGHT 5.0 MILES SOUTH TO RTE19/IRVING PARK RD TURN RIGHT 6.0 MILES WEST TO WOOD DALE RD TURN RIGHT 1.0 MILES NORTH TO THORNDALE AVE TURN LEFT 0.3 MILES WEST TO HOTEL ON YOUR RIGHT
*FACILITIES	- 162 TOTAL ROOMS - 3 FLOORS - 101 NON SMOKING ROOMS - 61 SMOKING ROOMS - 2 ACCESSIBLE ROOMS - LOUNGE - MEETING FACILITIES - COMP SELF PARKING - INDOOR POOL - RESTAURANT - BUSINESS CENTER - JACUZZI - SAUNA - WHIRLPOOL
*SERVICES	- CAR RENTAL - EXPRESS CHECK OUT - FAX/COPY SERVICE - LAUNDRY/VALET SERVICE - ROOM SERVICE - IN ROOM VOICE MAIL

Click on **"Rates"** and the following screen comes up.

Click **Rules** to view the hotel policy / restrictions. Click **Reserve** to confirm your reservations. Rates do not include taxes and surcharges.

Reserve	Rate	Rules	Type of Room and Bed
	USD 71.10	Rules	Special Shopper Rate Non Smoking Room has one Queen Bed Amenities are color TV, Phone and Private Bath.
 G 1	USD 71.10	Rules	Government Rate Program Non Smoking Room Has One Queen Bed Amenities Are Color TV Phone And Private Bath

Key For Graphics In Options Table
G 1 (Government Rate) Special rate based on a contract with the hotel
 Company Preferred Hotel

Click on **"Rules"** and the following screen will be brought up.

According to the hotel, these are the rules that apply to this room. After viewing, select your **Browser's Back** button to return to the Room Rates.

```

**HOTEL SOURCE**
HJ10399 HOWARD JOHNSON SCHILLER PARK
IN MON 05MAR/OUT FRI 09MAR NBR PERSONS: 1
HJ BKG CODE: NK1SGV
RATE:80.10 USD PER NIGHT ON 05MAR01 FOR 4 NIGHTS
    320.40 USD TOTAL FOR 4 NIGHTS
DESCRIPTION: GOVERNMENT RATE PROGRAM
              RATES ARE WITHIN ALLOWABLE GSA PER DIEM
              US FEDERAL STATE EMPLOYEES MILITARY
CHECK IN TIME IS 1100
CHECK OUT TIME IS 1200
CREDIT CARD GUARANTEE
CHANGE OR CANCEL BEFORE 6PM
OR ONE NIGHT STAY WILL BE CHARGED TO CC
10.00 EXTRA PERSON CHARGE
NONSMOKING ROOM HAS ONE LARGE KING BED
AMENITIES ARE PHONE COLOR TV AND PRIVATE BATH
HOWARD JOHNSON MAKES YOU FEEL AT HOME
PROPERTY DIRECTIONS NOT AVAILABLE, CALL PROPERTY

```


Add Air
Add Car
Add Hotel
Modify Trip

Traveler's Name: Fred Taylor

Trip Name: Jan 26, 2001 FST's Trip to???

Trip Locator: **L3OW3F** - WSP

Click on "Modify Trip" to change or cancel.

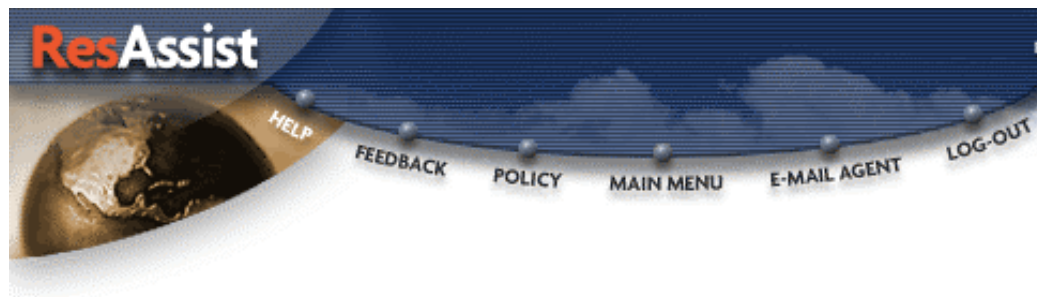
Record Locator

[More Detail](#)
[Update Reservations](#)
[Printable Itinerary Screen](#)
[Save as a Repeat Trip](#)

INFO	Chain	Hotel Name	Address	City	Check In	# Nights	Rate Nightly
	HJ	Howard Johnsons	4101 N. Mannheim Rd Schiller Park	ORD	Mon 3/5/01	4	usd80.10
	Confirmation: 60981175 Telephone: 847 678 4470 / FAX: 874 678 3837						
Cancellation Policy: Cancel By 6pm Day of Arrival							

NOTE: The hotel rates shown above do not include taxes, fees, extra persons, extra beds, phone charges late fees etc.

If you had air reservations and a car also booked, the hotel booking would appear right after the rental car information line and before the return or next flight.



Select "View or Edit an Existing Trip."

RESERVATIONS

QUICK FLIGHT SCHEDULES

START A NEW TRIP

VIEW OR EDIT AN EXISTING TRIP

QUICK TRIP

TRAVELER

VIEW OR EDIT TRAVELER PROFILE

SELECT ANOTHER TRAVELER

VIEW OR EDIT REPEAT TRIP TEMPLATES

DESTINATIONS

VIEW A DESTINATION

To view an existing trip, click the trip name you wish to retrieve from the list below.

Trip List Options

IMPORT TRIP

Enter the 6 alpha / numeric trip locator.

Obtain **Trip Locator** from the Travel Management Office (TMC). If you import air reservations that include more than four destinations (stopovers), you cannot add additional air reservations to this trip or modify / cancel air reservations relating to destinations beyond the first four.

Refresh Ticketing Status

To check on the *ticketing status* of all trips *previously Submitted for Purchase*, click on **REFRESH TICKETING STATUS**.

Trip Name	Contains	Travel Dates	Ticketing Status	Delete
Dan's trip to ORD	Air Car Hotel	Mon 3/5/2001 Fri 3/9/2001	Submitted for Purchase	<input style="width: 20px; height: 15px;" type="checkbox"/> <div style="border: 1px solid black; padding: 2px; background-color: #00ffff; margin-left: 10px;">Check box to delete record.</div>

Delete Selected Trips

To delete one or more trips, use the check boxes to select all the trips to be deleted, Then click the **Delete Selected Trips** button. **(NOTE:** When all travel has been completed the trip should be deleted from this page)

Please See Page 42 For More Information On This Section

To Modify / Cancel Existing Trip

Click on “**View or Edit Existing Trip**” from the menu to display all of your existing reservations. Double click on the trip you wish to modify.

Refresh Ticketing Status

To check on the *ticketing status* of all trips *previously Submitted for Purchase*, I click on **REFRESH TICKETING STATUS**.

Trip Name	Contains	Travel Dates	Ticketing Status	Delete
Dan's trip to ORD	Air Car Hotel	Mon 3/5/2001 Fri 3/9/2001	Submitted for Purchase <input type="checkbox"/>	

Delete Selected Trips

To delete one or more trips, use the check boxes to select all the trips to be deleted, Then click the **Delete Selected Trips** button. (**NOTE:** When all travel has been completed the trip should be deleted from this page)

Double click on “**Trip**” to access the reservation record.

The Following Screen Will Appear

Add Air
Add Car
Add Hotel
Modify Trip

Traveler's Name: **Dan Harmon**

Trip Name: **Dan's trip ORD**

Fare: **USD 125.50 No Penalty, See Rules**

Trip Locator: **2ZPSVM-WSP**

Ticketing Information

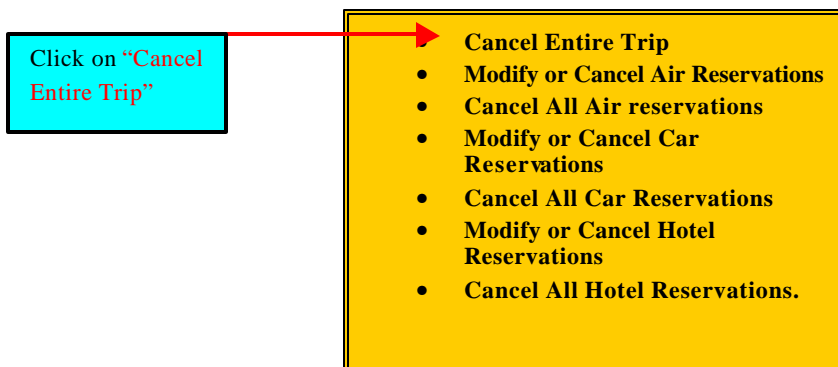
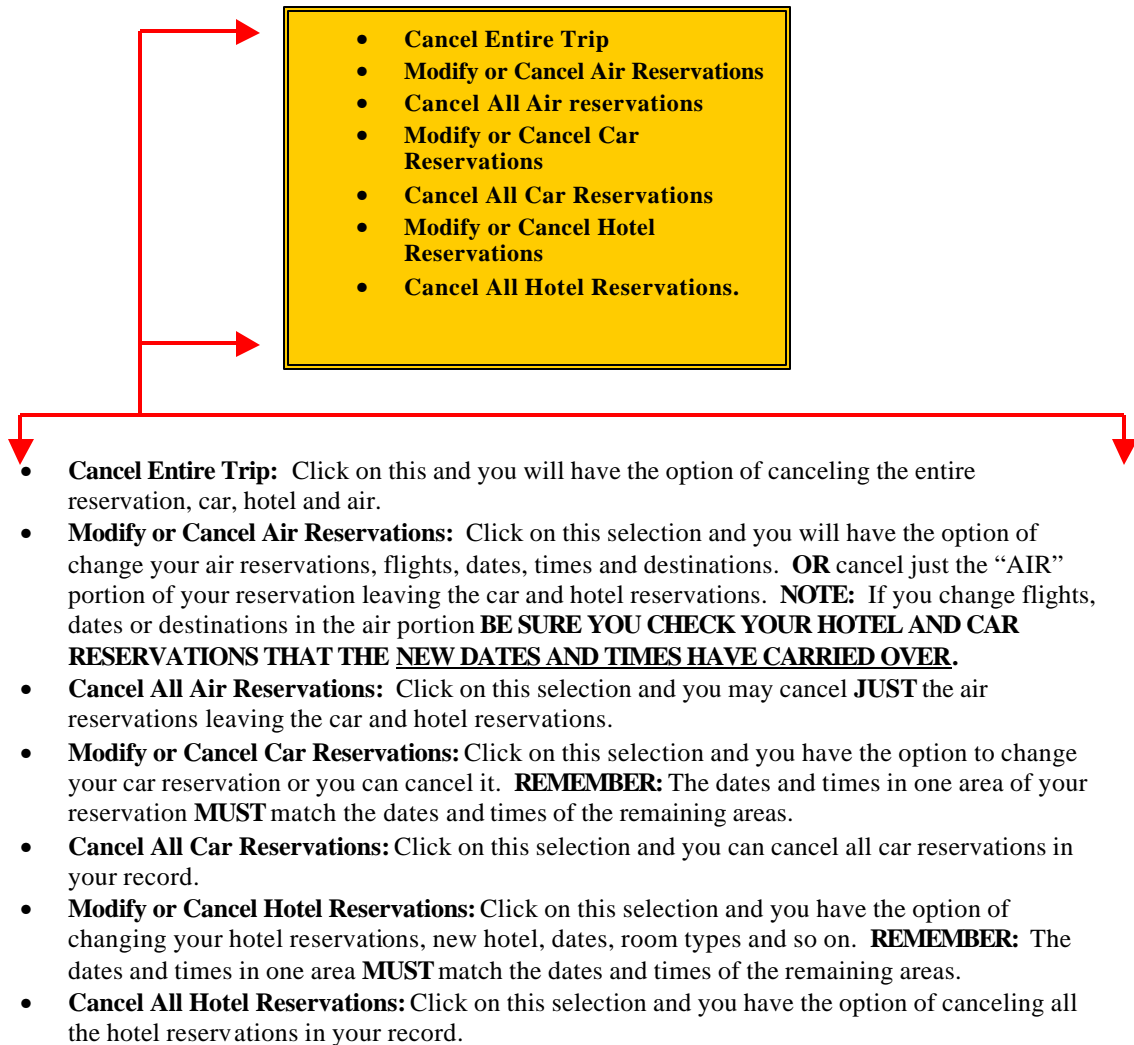
Your ticket will be issued two business days prior to travel unless fare requires earlier issuance. You may change your reservation now or any time prior to the ticket being issued. **Once your ticket is issued, all changes MUST be made with the TMC.**

More Detail
Update Reservations
Printable Itinerary Screen
Save As A Repeat Trip

Your Complete Reservation Will Appear In This Area

(Complete reservation not shown to conserve space)

The Following Screen Will Appear



The Following Screen Will Appear

WARNING

You have chosen to cancel this trip! This will **PERMANENTLY** cancel all related flight, hotel and car reservations. Click ***Cancel This Trip*** to continue. Click your browser's back button to return to the previous screen. **NOTE:** Some hotels and rental car companies may charge a fee when you cancel a reservation. To check the hotel's cancellation policy, go to the Itinerary screen, click ***Hotel Info***, then click ***Hotel rules***.

Cancel This Trip

Click on "Cancel This Trip" to cancel all air, car and hotel reservations.

The Following Screen Will Appear

Add
Air

Add
Car

Add
Hotel

Traveler's Name: **Dan Harmon**

Trip Name: **Dan's trip ORD**

Trip Locator: **2ZPPUC-WSP**

6 alpha / numeric **Trip Locator**, unique to this record.

This Trip Has Been Canceled.

Note: Print this page and keep with your records. It is your proof that the reservation was canceled. The Trip Locator will always stay with this record (even canceled records) and never be used again.

Click on **“View or Edit an Existing Trip”**. Select the reservation you want to **“CLONE”**

R E S E R V A T I O N S
QUICK FLIGHT SCHEDULES
START A NEW TRIP
VIEW OR EDIT AN EXISTING TRIP
QUICK TRIP
T R A V E L E R
VIEW OR EDIT TRAVELER PROFILE
SELECT ANOTHER TRAVELER
VIEW OR EDIT REPEAT TRIP TEMPLATES
D E S T I N A T I O N S
VIEW A DESTINATION

“Save As A Repeat Trip” (Cloning a trip)

Add	Add	Add	Modify
Air	Car	Hotel	Trip

Traveler's Name: **Dan Harmon**

Trip Name: **Dan's trip ORD**

Fare: **USD 125.50 No Penalty, See Rules**

Trip Locator: **2ZPSVM-WSP**

Click on **“Save As A Repeat Trip”**

Ticketing Information

Your ticket will be issued two business days prior to travel unless fare requires earlier issuance. You may change your reservation now or any time prior to the ticket being issued. **Once your ticket is issued, all changes MUST be made with the TMC.**

[More Detail](#)

[Update Reservations](#)

[Printable Itinerary Screen](#)

[Save As A Repeat Trip](#)

Your Complete Reservation Will Appear In This Area

(It is not reproduced here to conserve space)

The Following Screen Will Appear

<u>Template Name</u>	
<div style="border: 1px solid black; display: inline-block; padding: 5px; margin-bottom: 10px;">Group to ORD 3/5/01</div> <p style="color: gray; font-style: italic;">Specify a unique name (e.g., Atlanta, Sales Manager, Dec 12)</p>	
<u>Template Options</u>	
<input checked="" type="checkbox"/> Show the Template on the Main Menu <input checked="" type="checkbox"/> Allow a maximum airfare of USD <input style="width: 50px;" type="text"/> <input checked="" type="checkbox"/> Accept Penalty Fares	<div style="border: 1px solid black; background-color: cyan; padding: 5px; margin-bottom: 10px;"> Select this option to show your trip under Quick Trips on the Main Menu </div> <div style="border: 1px solid black; background-color: cyan; padding: 5px;"> Enter the allowable dollar amount for this ticket. </div> <div style="border: 1px solid black; background-color: cyan; padding: 5px; margin-top: 10px; text-align: center;"> Do Not Accept </div>
<u>Passenger</u> Type:	<div style="border: 1px solid black; display: inline-block; padding: 5px; margin-bottom: 10px;">GOVERNMENT</div> <div style="border: 1px solid black; background-color: cyan; padding: 5px; text-align: center; margin-top: 10px;"> Always </div> <div style="margin-top: 20px;"> <input checked="" type="checkbox"/> Restrict this template to the following user(s) Enter in the Login ID of the user(s) you wish to grant Access to this template. Multiple Ids may be specified By pressing ENTER between each item. You may also restrict this template to travelers by Selecting from your Travel Planners list to the right. Multiple travelers can be selected by using your keyboard's Control or Shift key in conjunction with your mouse control. </div> <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="border: 1px solid gray; padding: 5px; margin-right: 10px;"> wtptest </div> <div style="border: 1px solid gray; padding: 5px; margin-right: 10px;"> mvtrenee </div> </div>
<div style="display: flex; justify-content: space-around; margin-bottom: 10px;"> <div style="border: 1px solid gray; padding: 10px 20px; background-color: #cccccc;">Continu</div> <div style="border: 1px solid gray; padding: 10px 20px; background-color: #cccccc;">Reset</div> </div> <div style="border: 1px solid black; background-color: cyan; padding: 10px; text-align: center;"> Click on "Continue" to save your work in ResAssist or "Reset" to clear all entries. </div>	

The Following Screen Will Appear

The reservation you "cloned" will reappear. Move to the top of your screen and click on MAIN MENU

	Add Air	Add Car	Add Hotel	Modify Trip
Traveler's Name: Dan Harmon				
Trip Name: Dan's trip ORD				
Fare: USD 125.50 No Penalty, See Rules				
Trip Locator: 2ZPSVM-WSP				

<u>Ticketing Information</u>
<p style="color: red;">Your ticket will be issued two business days prior to travel unless fare requires earlier issuance. You may change your reservation now or any time prior to the ticket being issued. Once your ticket is issued, all changes <u>MUST</u> be made with the TMC.</p>

[More Detail](#)

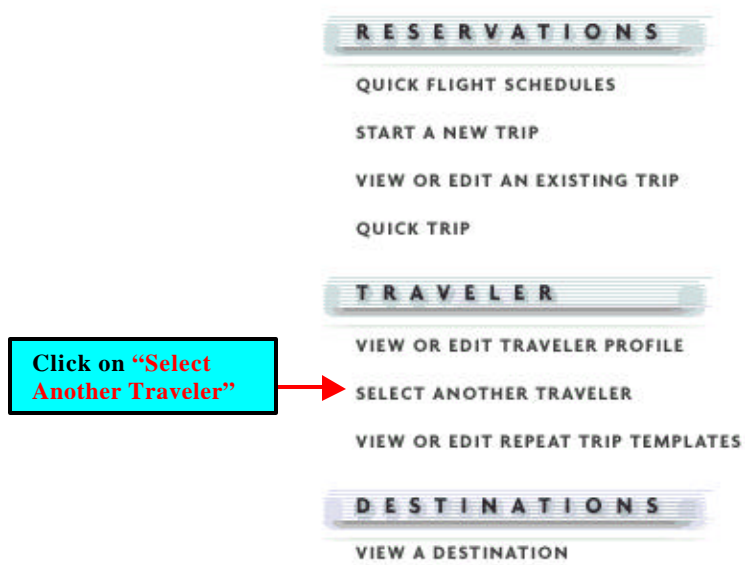
[Update Reservations](#)

[Printable Itinerary Screen](#)

[Save As A Repeat Trip](#)

Your Complete Reservation Will Appear In This Area

(It is not reproduced here to conserve space)

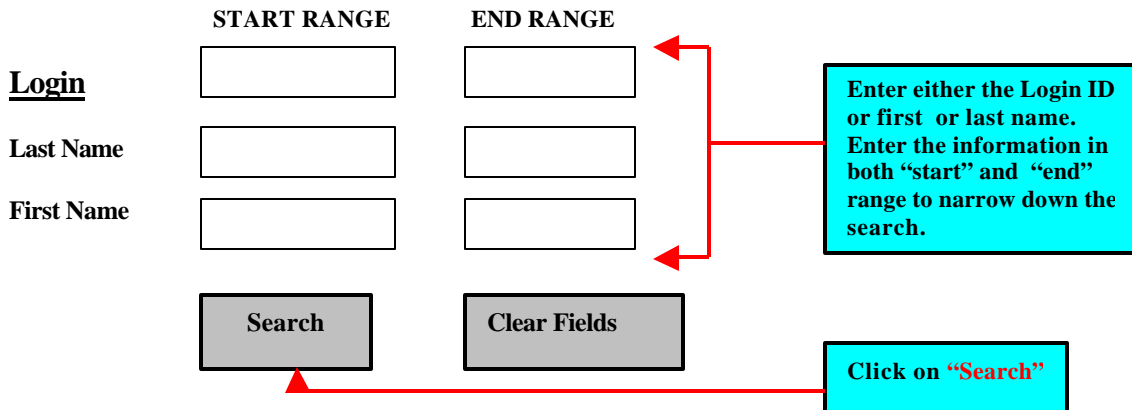


The screenshot shows a menu with three main sections: RESERVATIONS, TRAVELER, and DESTINATIONS. The TRAVELER section contains the option 'SELECT ANOTHER TRAVELER', which is highlighted by a red callout box with the text 'Click on "Select Another Traveler"'. Other options in the menu include 'QUICK FLIGHT SCHEDULES', 'START A NEW TRIP', 'VIEW OR EDIT AN EXISTING TRIP', 'QUICK TRIP', 'VIEW OR EDIT TRAVELER PROFILE', 'VIEW OR EDIT REPEAT TRIP TEMPLATES', and 'VIEW A DESTINATION'.

The Following Screen Will Appear

Basic Search



- To view all users, click *Search* without entering any data.
- To narrow the list, enter a value in one of the following text boxes.



The Basic Search form consists of two columns of text boxes labeled 'START RANGE' and 'END RANGE'. The rows are labeled 'Login', 'Last Name', and 'First Name'. Below the text boxes are two buttons: 'Search' and 'Clear Fields'. A red callout box on the right says 'Enter either the Login ID or first or last name. Enter the information in both "start" and "end" range to narrow down the search.' with arrows pointing to the text boxes. Another red callout box at the bottom right says 'Click on "Search"' with an arrow pointing to the Search button.

The Following Screen Will Appear

Select a User from the list below, then click *Continue*.

(Current User) MVTFRED		
MVTRENEE – Oparnica, Renee		

Click on MVTRENEE to highlight it.

☐ Delete the selected User(s)

Continue

Click "Continue"

THIS SCREEN WILL APPEAR

Current User: **Another Traveler**

☐ Enter Secure Mode

Reservations

Quick Flight Schedules

Start A New Trip

View Or Edit An Existing Trip

Quick Trip

Group to ORD 3/5/01


Traveler

View Or Edit Traveler Profile

Select Another Traveler

View Or Edit Repeat Trip Templates

"Cloned" trip will appear Under "Quick Trip" Click on the trip name to access reservation.



The Following Screen Will Appear

If a particular travel segment is not needed for your trip, click the check box next to "Reserve this..." to skip that item during booking. Changes to this template can be made by selecting different options, if any, from drop down lists or typing over default information.

When complete, click continue to begin Trip Template Processing

Reserve This Air

AIR	Departure Date	Carrier	Departure City	Arrival City	Time	Arrival?	Class
	Mar 5, 2001	United	Cleveland Hopkins	Chicago O'Hare	7:07am	<input type="checkbox"/>	Coach / Economy

Check "Reserve This Air" to book flight.

[Calendar](#)

Drop Down for other airlines.

Check "box" if time is be the arrival time versus departure time.

NOTE: The same procedure used in the example above is used for the **CAR** / **HOTEL** / and other **AIR** segments. The areas that have "drop downs" are for the airlines, car rental companies and the hotels allowing you to change if necessary. As stated above, you can just type over a template entry to change. Those items that are not required click on the box to remove the check for car, air, hotel.

This procedure allows you to book several people going to the same destination and not always at the same time and on the same flights without having to select flights, pick hotels etc.

Clone the first trip and assign the applicable Login Ids, after that you can adjust the flights rental cars and hotels as necessary (as shown above).

Quick Trip can also be used for one traveler who goes to the same destination frequently, just change the date(s) and the number of day he / she will be traveling and ResAssist does the rest.

RESERVATIONS

QUICK FLIGHT SCHEDULES

START A NEW TRIP

VIEW OR EDIT AN EXISTING TRIP

QUICK TRIP

TRAVELER

VIEW OR EDIT TRAVELER PROFILE

SELECT ANOTHER TRAVELER

VIEW OR EDIT REPEAT TRIP TEMPLATES

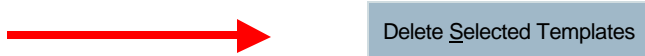
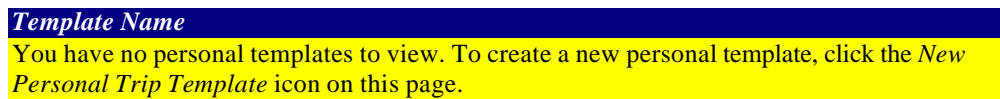
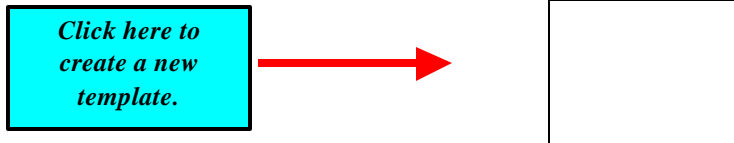
DESTINATIONS

VIEW A DESTINATION

Click on "View Or Edit Repeat Trip Templates"

The Following Screen Will Appear

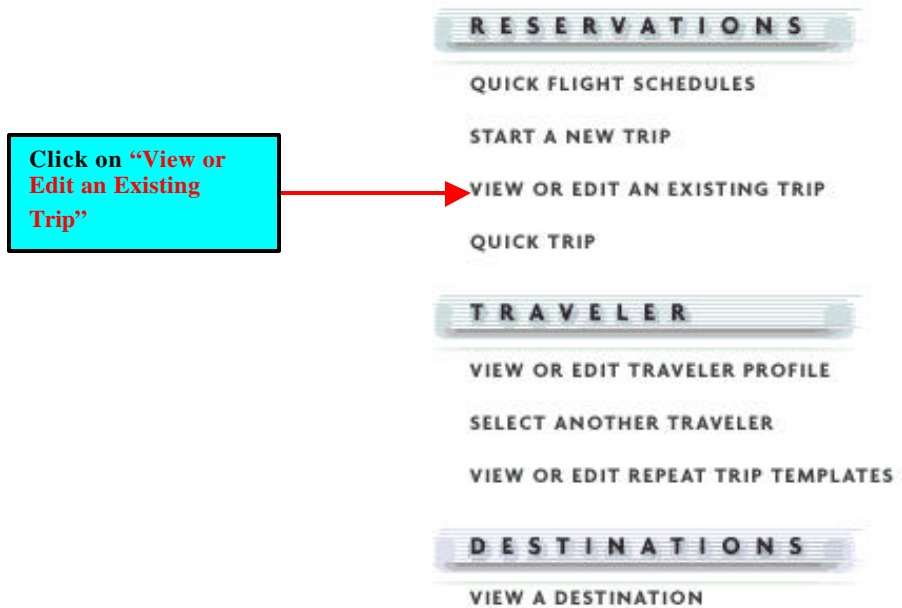
To modify an existing Trip Template, click the Trip Template name. To create a new Trip Template, select the *New Personal Template* icon. To delete one or more Templates, use the check boxes to select all the templates to be deleted, then click the *Delete Selected Templates* button at the bottom of this page.



If any templates were present, you delete them like you do "old" flights from "View or Edit an Existing Flight" Page. Place a "check" in the box behind the template to be deleted and then click on "Delete Selected Templates"

Modify Reservation





This Screen Will Appear

Refresh Ticketing Status To check on the *ticketing status* of all trips *previously Submitted for Purchase*, I click on **REFRESH TICKETING STATUS**.

Trip Name	Contains	Travel Dates	Ticketing Status	Delete
Dan's trip to ORD	Air Car Hotel	Mon 3/5/2001 Fri 3/9/2001	Submitted for Purchase	<input type="checkbox"/>

Delete Selected Trips To delete one or more trips, use the check boxes to select all the trips to be deleted, Then click the **Delete Selected Trips** button. (NOTE: When all travel has been completed the trip should be deleted from this page)

Double Click on trip you wish to modify.

Click on "Modify Trip" (DO NOT use if ticket has been issued call the TMC)

Add Add Add Modify
Air Car Hotel Trip

Ticketing Information

Your ticket will be issued two business days prior to travel unless fare requires earlier issuance. You may change your itinerary now or any time prior to the ticket being issued.

Once ticket is issued all changes must be made with your TMC.

More Detail Update Reservations Printable Itinerary Scree Save As A Repeat Trip

Flight INFO	Flight	Cities	Depart	Arrive	Class	Stops	Duration	A/C	Meal
	UA- 244	ORD- CLT	FRI 3/9/2001 1:31pm	Fri 3/9/2001 3:49pm	Economy Coach	0	1.18	72S	None

The Following Screen Will Appear

From the menu select the item that you want to use to change / modify your reservation. Click on your selection.

- Cancel Entire Trip
- Modify or Cancel Air Reservations
- Cancel All Air reservations
- Modify or Cancel Car Reservations
- Cancel All Car Reservations
- Modify or Cancel Hotel Reservations
- Cancel All Hotel Reservations.

The Following Screen Will Appear

You have chosen to cancel or modify these air reservations. Select Keep, Cancel or Modify for each air reservation , and click *Continue*, or click your browser's *Back* button to return to the **Modify Trip** menu.

	Flight	Cities	Date	Depart	Arrive	Class
<input type="checkbox"/> Keep <input type="checkbox"/> Cancel <input type="checkbox"/> Modify	United Airlines Flight 1205	From: Cleveland Hopkins Int'l Airport To: Chicago O'Hare Int'l Airport	Mon 3/5/2001	6:12am	6:39am	Coach / Economy
<input type="checkbox"/> Keep <input type="checkbox"/> Cancel <input type="checkbox"/> Modify	Unite Airlines Flight 244	From: Chicago O'Hare Int'l Airport To: Cleveland Hopkins Int'l Airport	Fri 3/9/2001	1:31pm	3:49pm	Coach/Economy

☐ Add more flights to this trip

Continue

When you have made your selection click **CONTINUE**

Select One of the three to modify or cancel or keep

To add more flights select this option.

If you select	Then.....
Keep	no changes will be made to this portion of your air reservation
Cancel	All related air reservations for this segment will be permanently canceled. NOTE: Selecting Cancel for some (Not All) air reservations will take you through the rebook / reprice process
Modify	include new Date, Time, Departure and / or Arrival City. All related air reservations for a particular segment will be canceled once other reservations are made.

Enter your travel date (10jul, 7/10) or click on the calendar to select your date of travel. Enter the time (5pm, 9am) – if the time specified is the time you would like to arrive at your destination, check the box in the *Arrival?* Column. Enter your departure and arrival cities. City names may be used (Chicago, Los Angeles, CA) or entered as a code (ORD, LAX).

If traveling round trip, you need only enter the date and time of your return trip. Click *Continue* when finished.

Enter new travel date, time and city pairs.

Travel Date	Time	Arrival	Departure City	Arrival City
<div style="display: flex; align-items: center;"> <input style="width: 40px; height: 20px; border: 1px solid black; margin-right: 5px;" type="text"/> <div style="border: 1px solid black; background-color: yellow; padding: 2px; text-align: center;">Mar 6, 2001</div> </div>	<div style="border: 1px solid black; padding: 2px; text-align: center;">6:12am</div>	<input checked="" type="checkbox"/>	<div style="border: 1px solid black; padding: 2px; text-align: center;">CLE</div>	<div style="border: 1px solid black; padding: 2px; text-align: center;">ORD</div>
Fri 3/9/2001	1:31 pm	NO	Chicago O'Hare Int'l Arpt	Cleveland Hopkins Int'l.
<div style="display: flex; align-items: center;"> <input style="width: 40px; height: 20px; border: 1px solid black; margin-right: 5px;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> </div>	<div style="border: 1px solid black; height: 20px;"></div>	<input checked="" type="checkbox"/>	<div style="border: 1px solid black; height: 20px;"></div>	<div style="border: 1px solid black; height: 20px;"></div>
<div style="display: flex; align-items: center;"> <input style="width: 40px; height: 20px; border: 1px solid black; margin-right: 5px;" type="text"/> <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/> </div>	<div style="border: 1px solid black; height: 20px;"></div>	<input checked="" type="checkbox"/>	<div style="border: 1px solid black; height: 20px;"></div>	<div style="border: 1px solid black; height: 20px;"></div>

Calendars

Air Availability Options

Accept Connections: ☒

Accept Penalty Fares: ☒

Always

Never

Time Window:

2:00

Class Of Service: **Coach / Economy**

Passenger Type:

GOVERNMENT

Number of Travelers: **1**

Hours can be changed

Can Not Be Changed

Always

Should always only be one (1)

Continue

Reset

Click on "Continue"

The next screen that appears is asking you to verify your travel request by clicking [Submit This Request](#). The date was changed from the 5th to the 6th with no change in times. The [Return Flight](#) remains the same with no changes. If the information you see is correct then **CLICK "SUBMIT THIS REQUEST"**.

The next screen that appears are your flight options, select the flight that meets your requirements and has either a **G1 (Government Contract Fare)** or **G2 (A “match” fare by an airline not the contractor carrier)**.

Click on **“Reserve”** and your flight(s) have been changed to a new date, same times. The same procedure is followed for changing cars and hotels. **BE SURE** to check your hotel and car rental dates that they meet the new flight dates / times.

The screenshot shows a menu with the following options:

- RESERVATIONS**
 - QUICK FLIGHT SCHEDULES
 - START A NEW TRIP
 - VIEW OR EDIT AN EXISTING TRIP** (Annotated with a red box: "Select 'View or Edit an Existing Trip.'")
 - QUICK TRIP
- TRAVELER**
 - VIEW OR EDIT TRAVELER PROFILE
 - SELECT ANOTHER TRAVELER
 - VIEW OR EDIT REPEAT TRIP TEMPLATES
- DESTINATIONS**
 - VIEW A DESTINATION

To view an existing trip, click the trip name you wish to retrieve from the list below.

The screenshot shows the "Trip List Options" screen with the following elements:

- IMPORT TRIP** button (Annotated with a red box: "Enter the 6 alpha / numeric trip locator.")
- Refresh Ticketing Status** button (Annotated with a red box: "To check on the *ticketing status* of all trips previously *Submitted for Purchase*, click on **REFRESH TICKETING STATUS**."
- Table:**

Trip Name	Contains	Travel Dates	Ticketing Status	Delete
Dan's trip to ORD	Air Car Hotel	Mon 3/5/2001 Fri 3/9/2001	Submitted for Purchase	<input type="checkbox"/> (Annotated with a red box: "Check box to delete record.")
- Delete Selected Trips** button (Annotated with a red box: "To delete one or more trips, use the check boxes to select all the trips to be deleted, Then click the **Delete Selected Trips** button. (NOTE: When all travel has been completed the trip should be deleted from this page)")
- Note: "Import Trip"** (Annotated with a red box: "Use this ONLY when you have call in a reservation to your TMC by telephone and you now want to view it. Obtain the Record Locator from the Agent, enter it in the box and click on **“Import Trip”**")
- NOTE:** (Annotated with a red box: "If you create a record then call in to the TMC to make a change you must click on **“Refresh Status”** to view changes.")

For assistance with ResAssist, Please call:

Fred S. Taylor (800) 245-1099 Ext: 410 –or- fredt.mvtpa@wspan.com

Renee Oparnica (800) 245-1099 Ext: 412 –or- renee.o.mvtpa@wspan.com

For problems with the ResAssist program, please e-mail:

Janeyd.mvtpa@wspan.com